



Pizza Forno

The home of great pizza ovens
01902 840126

Neapolitan
Buffalo mozzarella, tomato, basil
Quattro Stagioni
Valpolicella
peroni Prosciutto e F



Useful things to know Pre-purchase and our Terms and Conditions

What do I need?

Moving the oven : Have 2, better still 3, reasonably strong people ready to move the oven from its delivery palette. Our ovens vary slightly in weight, so please check the specifics of the oven for an idea of how heavy each model is. All models can be moved relatively easily by 2-3 people.

Ensure you have a base ready to locate your oven. If you are having one of our stands then a good firm surface such as a patio is fine. Grass will not support the weight of the unit. If you're not taking our stand then a pre-built base will be necessary. If you are building a wooden structure the Rustica will need a layer of insulation in-between the top and the oven. The Rustica base can get hot in use.

The stand requires a cross head screwdriver and 13mm or 1/2in spanner or socket for assembly.

The Rustica oven ships with its 2 base tiles loose for you to set in place. We do this for two reasons; if the oven is not completely dry they could lift off, but more importantly it gives you the option to use tiles of your own choosing and thus customise the look of your oven. The tile recess is a standard 100mm wide by 400mm across so requires 2 tiles of 100mm by 200mm which are a standard size available in DIY stores. We supply the tile cement and grout. Its a very simple job to do once you have fired up the oven and got it nice and dry. This is a cosmetic feature so naturally it does not stop you using the oven. The other ovens are more or less ready to go. The Clementi needs the chimney screwing into place, and stand building if you are having one. The Neo is ready to go and again just needs the stand building.

That's it!





Payment.

Payment can be made by Credit Card, Bill Pay, or Cheque. Our on line ordering system utilises Sage Pay to process credit cards.

Bank Transfer details:

HSBC

Pizza Forno Ltd

Sort Code 40-47-11

Account Number 62852748

PayPal:

Let us know and we can send you a PayPal invoice.

Credit Card can be taken by phone:

01902 840146

Cheques to:

Pizza Forno Ltd

45 Birches Park Rd

Codsall

WV8 2DT

Please allow 5 days clearing time for cheques.

Delivery.



Once payment is received we will contact you (usually by email) to arrange a delivery date.

When we are busy it can take up to 2 weeks for delivery. But it can be as short as a few days if we have free stock. We do our best to fit in with your needs. Clementi ovens take around 3-4 weeks as they are made to order.

Delivery is via courier. Unfortunately we cannot guarantee delivery times. If you call the courier they may be able to give you an approximate time.

Deliveries are Monday to Friday between 9am and 5pm. AM and Saturday delivery is possible, but is classed as a "special" and is subject to an additional charge above the standard delivery charge.

Someone must be present at the delivery address to sign and confirm receipt of the oven in satisfactory condition. If the oven and or accessories are damaged then please sign and note all observed defects on the delivery advice slip. In the case of substantial damage refuse the shipment and contact us immediately. If you are in any doubt sign for the oven as "contents not checked". This implies you have not signed for the goods in "good order".

Delivery is to curb-side only. If you have a driveway the driver will usually be able to unload the oven in a convenient place but this will be strictly at the driver's discretion.

If any items are missing, we must be notified in writing within 2 days of delivery.

Delivery to remote areas may incur a surcharge. Remote areas of Scotland, the Scottish Highlands, Ireland, Northern Ireland, Wales and Cornwall can fall into this category. Please drop us a line if you are in a such location and we can work out the most cost effective method to get your oven to you. It may be that we can work it at no extra cost.

Please notify us of any special delivery conditions eg narrow roads, or if your address is confused by GPS and puts you on the wrong side of a one way bridge.

If, for any reason, the delivery cannot be completed because no one is available to receive and sign-off the goods then they will be returned to the depot. You will be responsible for any resulting re-delivery charges exacted by the courier.



What to expect of our ovens.

Our oven's colour may vary slightly from what you may have seen on our web pages. Variation in the colour of casting materials, the pigments we use and even your computer display can alter the appearance slightly from that shown on the web site.

You can of course paint the Rustica oven. Mineral based paints seem to perform the best. The Neo and Clementi range are not recommended to be painted but it is possible.

Our casting materials are very tough, but this also means they are brittle at the edges. They can be shipped with minor chips and what are known as bug holes. Bug holes are the small indented bubbles, 2 to 10 mm in size, in the surface of the oven. This is normal and will not affect its performance in any way. We will not ship any oven that we consider to have unacceptably large bug holes or excessive chipping.

A few words on cracking and our ovens:

Neo ovens will very rarely develop any cracks due to the high levels of insulation, you get much less thermal movement of the inner dome. The outer dome is crack resistant. It is possible to get slight surface crazing in small areas over time. This is only in the surface gel coat and does not affect the waterproofing benefits of the dome. This is a natural characteristic of the material.

Clementi ovens are a metal bodied oven and naturally are not susceptible to cracking at all.



Rustica ovens can develop cracks. Most “seasoned” owners consider this to be all part of the natural aging process which adds to the rustic qualities. Larger cracks can easily be filled and if you really want a pristine oven a lick of paint applied once a year.

Before you consider buying any wood fired oven have a search on the net about pizza ovens, wood ovens or outdoor ovens and cracking.

You will see it is just the nature of the beast. High temperature cooking will have an effect even on refractory materials (the mix we use in the manufacture of our ovens is rated to over 1400C) which are designed for use in high temperatures. We also use a stainless steel reinforcing needle in our ovens. This makes them very tough. If you have any concerns about this characteristic please feel free to give us a call and talk it through. Whether you elect to commission a top of the range custom built oven costing several thousand pounds or make a simple cob oven on a sand former, focus on the fantastic food that comes from a wood fired oven. Light the fire sit back and have a cool beer! The taste of the food and the great fun that follows outweigh any other niggles.

What we say about the Rustica...

Slight cracking is to be expected during the seasoning of the oven and in normal use. Small chips from the surface skin and hairline cracks are typical, bigger ones 1 to 2 mm are rarer but possible and this is normal. It is also normal for these to expand slightly during ‘hot” use and close up again when cool. This does not effect the performance or longevity of the oven in any way. In any event all cracks can be repaired quite easily. They are due to expansion and contraction of the oven as it heats up and cools down. Your metal oven at home might “creak” as it heats up and expands and also when it cools down. This is the same process of materials expanding a little as it gets hot. Seasoning your oven as detailed will reduce the effects of this expansion and contraction. After a little use the oven achieves its seasoned state and “moves” much less. On the other hand heating up the oven without re-seasoning after a long period of non-use will risk exacerbating the problem. A wet oven heated up fast may crack more than would be expected. What you may think is smoke from a hair line crack is almost always steam being driven off from a wet oven. Always warm the oven through with a small fire if it has become damp to gently driver the moisture out. Keeping it covered when not in use is always a good idea to keep the rain off.



Terms and Conditions

We don't have many of these but the ones we do have, have come about through experience and are here to help protect you and us a bit too.



Cancellation Policy.

Minimum 24-hours notice of cancellation required. Notification for instance, in person, via email, mobile phone 'text message', or any other means will be accepted subject to confirmation in writing. We reserve the right to levy a £50 charge to cover any subsequent administrative expenses eg if the oven has already been collected for delivery and a shipping charge is due.

Returns Policy.

If you are not completely satisfied, we offer a 7-day returns service.

You can return the oven provided :-

- The oven and accessories are unused and in a fit state to re-sell.
- Packaging is intact.
- The unit has been stored appropriately and sheltered from the weather.
- You provide a copy of your original delivery note.

Refunds will be credited to a credit card, PayPal, bank account or by cheque as appropriate.

Please note: returns will be subject to a 15% repackaging fee. Return shipping will be at the customers cost. We can usually arrange for our courier to collect.

No returns will be accepted after a 7-day period from date of delivery.

This does not affect your statutory rights.

By purchasing one of our ovens you are accepting our terms and conditions.

Our Terms and Conditions apply to the purchasing of goods from Pizza Forno through on-line or direct or third party sales and are in addition to our privacy policy and returns policy.

Our terms and conditions establish the relationship between you the customer and us when you purchase goods or services from us. You agree to be legally bound by these Terms and Conditions once a purchase is made.

In no event shall Pizza Forno be held responsible and or liable for any incidental or consequential damage to property, other losses or bodily injuries and the like caused by inappropriate and or negligent use of its products.

Customers use their ovens at their own risk. We advise customers to have appropriate fire extinguishing equipment near to hand and always use gloves. Never leave your oven unattended and be wary of flying sparks.

Pizza Forno reserve the right to update and amend these Terms and Conditions at any time. Any changes will posted to the web site. It remains your responsibility to ensure you have reviewed the Terms and Conditions prior to purchase. If you do not agree with any of our Terms and Conditions then you should not engage in any transaction with us.

Compliance with the PCI Security Standards Council.

Pizza Forno fully complies with the PCI Security Standards Council. This ensures any financial information you provide is protected and destroyed after processing. Our PCI compliance is monitored by Security Metrics. You may read more about what this means at their web site <https://www.securitymetrics.com>



Your Information.

At Pizza Forno your information is treated with the strictest of confidence and never passed to 3rd-parties other than our courier or other such service providers in relation to your purchase.



Warranty.

Pizza Forno ovens are offered as free from defects of production and materials for a period of 6 months from the date of delivery.

Consideration of claims against warranty

We reserve the right to investigate any claim and decide upon the method of settlement. This may be repair, replacement or, if the oven is deemed not to have been adequately seasoned, refusal of the claim.

Warranty restrictions

The warranty does not apply to:-

Normal wear and tear including small and hairline cracks which may appear and are quite normal due to the normal expansion and contraction following heating of the oven.

Damage caused by burning any fuel other than untreated dry wood.

Damage caused by overfilling the oven.

Damage due to incorrect seasoning or firing up too quickly should the oven be damp including re season after lack of use over long periods.

Damage due to dropping the oven.

The warranty is void if any modifications are made to the oven or stand. Any modifications are made at the owners own risk.

Limitation of Liability

Liability under this warranty shall be limited to repair, replacement or refund, subject to warranty restrictions being met as defined above.

How to register a claim

In order for a warranty claim to be considered, Pizza Forno must be notified in writing. Claims must include a description of defects, confirmation of the original date of delivery and a copy of the delivery note. Claims will only be considered when made within 6 month of the actual delivery date as stated on your delivery note.



Contact Us



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